



LACASSE & ASSOCIATES

PROFESSIONAL PATENT SERVICES

1725 Duke Street, Suite 650

Alexandria, Virginia 22314

Phone (703) 838-7683/Facsimile (703) 838-7684

E-Mail: patserv@lacasse-patents.com

**CONFIDENTIAL
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DATE SENT: October 3, 2003

DELIVER TO:

Name: Examiner Andre Jackson

Company: U.S. Patent and Trademark Office

Phone No: 703-605-4276

Fax No: 703-872-9306

FROM: Ramraj Soundararajan

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Notes:

In re Application of: Kraft et al.

Serial No.: 09/768,458

Group Art Unit: 3677

Filed: 1/25/2001

Examiner: Andre L. Jackson

Title: Enhancing Sales for Service Providers by Utilizing an Opportunistic Approach
Based on an Unexpected Change in Schedule of Services (time, location)

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